



DOCKET FILE COPY ORIGINAL

Linnea (Lin) M. Fox
Associate Director
Federal Regulatory

SBC Telecommunications, Inc
1401 I Street, N.W.
Suite 400
Washington, DC 20005-2296

202 326 8842 Phone
202 408 4809 Fax
lf1769@momail.sbc.com

January 30, 2004

Ms. Marlene H. Dortch

Secretary
Federal Communications Commission
445 Twelfth Street
Room TW-A325
Washington, D.C.

RECEIVED

JAN 30 2004

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Re: CC Docket No. 88-2, Phase I, Installation and Maintenance Non-Discrimination Reports

Dear Ms. Dortch:

Pursuant to the Bell Operating Company (BOC) Open Network Architecture (ONA) Amendment Order¹, and BOC ONA Reconsideration Order² in CC Docket No. 88-2, Phase I, attached are an original and two (2) copies of the installation and maintenance non-discrimination reports for Pacific Bell and Nevada Bell fourth calendar quarter of 2003.

Should you have any questions regarding this data, please call me at (202) 326-8842.

Respectfully submitted,

Attachments

No. of Copies rec'd 0+2
List A B C D E

¹ In the Matter of Filing and review of Open Network Architecture Plans, Memorandum Opinion and Order, 5 FCC Rcd 3103 (1990)

² In the Matter of Filing and Review of Open Network Architecture Plans, Memorandum Opinion and Order on Reconsideration, 5 FCC Rcd 3084 (1990).

PACIFIC BELL ALL CUSTOMER (Less Pacific Bell Enhanced Services)
FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity
Report Period: October - December 2003

SERVICE	ORDERS	MA	Interval
Business Line	307,438	0 65%	2.0
PBX	14,635	0.69%	7 2
CENTREX	70,010	0 52%	3.6
WATS	1,885	3 24%	2 5
Mobile	Nothing to Report		
Feature Group A	34	0 00%	3 5
Foreign Exchange	Nothing to Report		
Feature Group B	133	0 00%	23 9
Feature Group D	3,131	0 00%	21 9
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	33	0 00%	5 4
Protection Relaying	26	0 00%	5 0
Control Circuit	4	0 00%	5 3
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	281	0 00%	11.5
Voice Switched Trunk	38	0 00%	8 8
Voice and Tone - Radio Land Line	38	0 00%	11.6
Data Low Speed	40	0 00%	6.5
Basic Data and Voice	421	0 00%	10.5
Voice and Data - PSN Access Tie Trunk	73	0 00%	8 6
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	1	0 00%	5 0
Data Extension - Voice Grade Data	4	0 00%	4 3
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	33	0 00%	17.8
Program Audio 50-8000 HZ	43	0 00%	13 5
Program Audio 50-15000 HZ	51	0 00%	26 1
TV Channel - One Way 15kHz Audio	308	0 00%	12 3
TV Channel - One Way 5kHz Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2 4kb/s	63	0 00%	16.2
Digital Data-4 8kb/s	7	0 00%	12 1
Digital Data-9 6kb/s	178	0 00%	7 5
Digital Data-56kb/s	3,590	0 00%	9 8
1 544 MBPS BSA	36,053	0 08%	11.8
Dedicated Digital 3 152 MBPS	1	0 00%	6.0
Dedicated Digital 6 312 MBPS	Nothing to Report		
Dedicated Digital 44 736 MBPS	1,267	0 00%	18.5
Dedicated Digital 456 MBPS or Higher	1	0 00%	3 0
Dedicated Alert Transport	Nothing to Report		
Derived Services	3,767	0 11%	8 7
Dedicated Network Access Link	Nothing to Report		

Notes MA Missed appointments due to Company reasons
Intervals Taken Date to Due Date intervals in business days

PACIFIC BELL ENHANCED SERVICES
FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity
Report Period: October - December 2003

SERVICE	ORDERS	MA	Interval
Business Line	112	0 00%	4.9
PBX	Nothing to Report		
CENTREX	94	1 06%	1 7
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHz Audio	Nothing to Report		
TV Channel - One Way 5kHz Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2 4kb/s	Nothing to Report		
Digital Data-4 8kb/s	Nothing to Report		
Digital Data-9 6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1 544 MBPS BSA	Nothing to Report		
Dedicated Digital 3 152 MBPS	Nothing to Report		
Dedicated Digital 6 312 MBPS	Nothing to Report		
Dedicated Digital 44 736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes MA Missed appointments due to Company reasons

Intervals Taken Date to Due Date intervals in business days

PACIFIC BELL ALL CUSTOMER (Less Pacific Bell Enhanced Services)
FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair
Report Period: October - December 2003

Service	Reports	MA	%MA	Avg-RC
Business Line	70,944	6,483	9.14%	14.00
PBX	4,647	1,917	41.25%	9.08
CENTREX	17,191	2,021	11.76%	11.16
WATS	46	6	13.04%	15.55
Mobile	Nothing to report			
Feature Group A	76	35	46.05%	4.01
Foreign Exchange	948	540	56.96%	9.21
Coin	1,671			15.90
Feature Group B	9	1	11.11%	7.42
Feature Group D	245	16	6.53%	8.48
DID	1,656	995	60.08%	6.33
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	624	391	62.66%	6.02
Protection Relaying	8	6	75.00%	42.31
Control Circuit	40	34	85.00%	12.29
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	175	93	53.14%	8.05
Voice Switched Trunk	8	4	50.00%	7.19
Voice and Tone - Radio Land Line	130	89	68.46%	9.05
Data Low Speed	25	10	40.00%	4.38
Basic Data and Voice	337	134	39.76%	2.52
Voice and Data - PSN Access Tie Trunk	71	24	33.80%	3.52
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	19	7	36.84%	3.10
Protection Relay Voice Grade	2	1	50.00%	14.38
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	2	1	50.00%	5.03
Program Audio 100-5000 HZ	11	6	54.55%	2.03
Program Audio 50-8000 HZ	24	14	58.33%	4.43
Program Audio 50-15000 HZ	44	30	68.18%	6.01
TV Channel - One Way 15kHz Audio	101	65	64.36%	3.31
TV Channel - One Way 5kHz Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	2	2	100.00%	6.47
Digital Data-4.8kb/s	1	0	0.00%	2.57
Digital Data-9.6kb/s	32	12	37.50%	4.24
Digital Data-56kb/s	3,669	1,383	37.69%	3.21
1.544 MBPS BSA	35,488	16,281	45.88%	3.30
Dedicated Digital 3.152 MBPS	1	1	100.00%	7.59
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	1,222	528	43.21%	1.44
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes MA Missed appointments due to Company reasons

%MA Missed appointments as a percentage of total number of reports received for the service

Avg-RC Average "Receipt to Clear" time, in hours and minutes, of trouble reports received for the service

PACIFIC BELL ENHANCED SERVICES PROVIDER
FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair
Report Period: October - December 2003

Service	Reports	MA	%MA	Avg-RC
Business Line	5	5	100.00%	6.44
PBX	Nothing to report			
CENTREX	18	18	100.00%	34.11
WATS	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			
Coin	93			11.62
Feature Group B	Nothing to report			
Feature Group D	Nothing to report			
DID	12	12	100.00%	6.03
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report			
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	Nothing to report			
Voice Switched Trunk	Nothing to report			
Voice and Tone - Radio Land Line	Nothing to report			
Data Low Speed	Nothing to report			
Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Inter-machine Trunk	Nothing to report			
Data Extension - Voice Grade Data	Nothing to report			
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHz Audio	Nothing to report			
TV Channel - One Way 5kHz Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2 4kb/s	Nothing to report			
Digital Data-4 8kb/s	Nothing to report			
Digital Data-9 6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1 544 MBPS BSA	11	11	100.00%	0.43
Dedicated Digital 3 152 MBPS	Nothing to report			
Dedicated Digital 6 312 MBPS	Nothing to report			
Dedicated Digital 44 736 MBPS	10	10	100.00%	1.10
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes MA Missed appointments due to Company reasons

%MA Missed appointments as a percentage of total number of reports received for the service

Avg-RC Average "Receipt to Clear" time, in hours and minutes, of trouble reports received for the service

NEVADA BELL ALL CUSTOMER (Less Nevada Bell Enhanced Services)
FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity
Report Period: October - December 2003

SERVICE	ORDERS	MA	Interval
Business Line	652	0 46%	3 2
PBX	26	0 00%	8.3
CENTREX	247	0 00%	4 1
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHz Audio	Nothing to Report		
TV Channel - One Way 5kHz Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2 4kb/s	Nothing to Report		
Digital Data-4 8kb/s	Nothing to Report		
Digital Data-9 6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1 544 MBPS BSA	84	0 00%	7.3
Dedicated Digital 3 152 MBPS	Nothing to Report		
Dedicated Digital 6 312 MBPS	Nothing to Report		
Dedicated Digital 44 736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes MA Missed appointments due to Company reasons
Intervals Taken Date to Due Date intervals in business days

NEVADA BELL ENHANCED SERVICES**FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity****Report Period: October - December 2003**

SERVICE	ORDERS	MA	Interval
Business Line	1	0 00%	0 0
PBX	Nothing to Report		
CENTREX	4	0 00%	5.0
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHz Audio	Nothing to Report		
TV Channel - One Way 5kHz Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2 4kb/s	Nothing to Report		
Digital Data-4 8kb/s	Nothing to Report		
Digital Data-9 6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1 544 MBPS BSA	Nothing to Report		
Dedicated Digital 3 152 MBPS	Nothing to Report		
Dedicated Digital 6 312 MBPS	Nothing to Report		
Dedicated Digital 44 736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes MA Missed appointments due to Company reasons

Intervals Taken Date to Due Date intervals in business days

NEVADA BELL ALL CUSTOMER (Less Nevada Bell Enhanced Services)
FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair
Report Period: October - December 2003

Service	Reports	MA	%MA	Avg-RC
Business Line	713	29	4.07%	9.16
PBX	7	0	0.00%	2.30
CENTREX	590	26	4.41%	7.19
WATS	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			
Coin	31			10.42
Feature Group B	Nothing to report			
Feature Group D	Nothing to report			
DID	Nothing to report			
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report			
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	Nothing to report			
Voice Switched Trunk	Nothing to report			
Voice and Tone - Radio Land Line	Nothing to report			
Data Low Speed	Nothing to report			
Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	Nothing to report			
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHz Audio	Nothing to report			
TV Channel - One Way 5kHz Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2 4kb/s	Nothing to report			
Digital Data-4 8kb/s	Nothing to report			
Digital Data-9 6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1.544 MBPS BSA	Nothing to report			
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	Nothing to report			
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes MA Missed appointments due to Company reasons

%MA Missed appointments as a percentage of total number of reports received for the service

Avg-RC Average "Receipt to Clear" time, in hours and minutes, of trouble reports received for the service

NEVADA BELL ENHANCED SERVICES PROVIDER
FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair
Report Period: October - December 2003

Service	Reports	MA	%MA	Avg-RC
Business Line	Nothing to report			
PBX	Nothing to report			
CENTREX	Nothing to report			
WATS	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			
Coin	Nothing to report			
Feature Group B	Nothing to report			
Feature Group D	Nothing to report			
DID	Nothing to report			
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report			
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	Nothing to report			
Voice Switched Trunk	Nothing to report			
Voice and Tone - Radio Land Line	Nothing to report			
Data Low Speed	Nothing to report			
Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	Nothing to report			
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHz Audio	Nothing to report			
TV Channel - One Way 5kHz Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2 4kb/s	Nothing to report			
Digital Data-4 8kb/s	Nothing to report			
Digital Data-9 6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1 544 MBPS BSA	Nothing to report			
Dedicated Digital 3 152 MBPS	Nothing to report			
Dedicated Digital 6 312 MBPS	Nothing to report			
Dedicated Digital 44 736 MBPS	Nothing to report			
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes MA Missed appointments due to Company reasons

%MA Missed appointments as a percentage of total number of reports received for the service

Avg-RC Average "Receipt to Clear" time, in hours and minutes, of trouble reports received for the service